

## WHAT IS CLAIMED IS:

1. A system configured for providing access to product development and enhancement information, comprising:

5 a server configured with a database of product related data, said server capable of allowing a user to input information into the database for upload to said server including product identification information of said user and allowing a user to download information from the database including service enhancement and upgrade opportunities;

10 at least one computer;

an input means for filtering information between the user and the server; and

an interface between the at least one computer and the server.

2. A system as claimed in claim 1 wherein the product information from the user is reviewed for potential service opportunities.

3. A system as claimed in claim 1 wherein the input means comprises a wizard.

20 4. A system as claimed in claim 1 wherein access to said server is configured to be secured by user password.

5. A system as claimed in claim 1 wherein said user comprises multiple users.

25 6. A system as claimed in claim 5 wherein the database is owned by an owner entity.

7. A system as claimed in claim 6 wherein the multiple users comprise users internal to the owner entity and users external to the owner entity.

5 8. A system as claimed in claim 1 wherein the interface is provided by web pages that can be transmitted from the database to the user.

9. A system as claimed in claim 1 wherein the service enhancement and upgrade opportunities comprise service bulletins.

10 10. A system as claimed in claim 1 wherein said server is configured to store and download text and digital images.

11. A method for providing access to product development and enhancement information for internal users and external users using a system which includes a server and at least one user computer, the method comprising the steps of:

uploading product information of a user to the server;

20 downloading from the server, web pages configured to direct internal and external users to a database of related product information within the server, the database configured with remediation programs, and product enhancement and product development data;

25 uploading user selections input into the web pages to the server;

downloading from the server product and development opportunities responsive to the user supplied data; and

using an input means to filter information between the user and the server.

12. A method as claimed in claim 11 further comprising the step of configuring the server to be secured by user password.

13. A method as claimed in claim 11 wherein the product information from the user is reviewed for potential service opportunities.

14. A method as claimed in claim 11 further comprising the step of configuring the server to store and download text and digital images.

15. A method as claimed in claim 11 wherein the step of downloading from the server, web pages configured to direct internal and external users to a database and related applications within the server, further comprises the step of downloading from the server, web pages configured with related product information including service bulletins and technical publications.

16. A method as claimed in claim 11 further comprising the step of configuring the server to allow for a customized output feature.

17. A method as claimed in claim 11 further comprising the step of configuring the server to have a search capability for finding product data meeting a specified set of criteria.